

**CROSS-CULTURAL RESOURCES  
for  
HEALTH DEPARTMENTS**

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## GENERAL RESOURCES

The references below do not constitute an endorsement or recommendation by the trainer or the Maryland Department of Aging (MdoA) or any of its employees. Neither the trainer nor MdoA is responsible for the contents of any web pages referenced in the following list. Although this listing is intended to provide helpful information, it is not intended as an endorsement of any of the specific products or services mentioned below nor of any other products or services provided by the public or private organizations listed below. The reader takes full responsibility for any use of the following information.

## OFFICES AND RECEPTION AREAS

### Multilingual posters

For a federal document in 38 languages saying e.g., "I speak Arabic" in both English and Arabic (so that a customer could point to his or her own language), go to <http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards.pdf>. This is not a poster but the material can be downloaded at no cost, printed and laminated to be used as posters.

The Massachusetts Department of Public Health has similar "I Speak" sheets available on its website in 31 languages. The website is <http://www.state.ma.us/dph/omh/interp/interpreter.htm>; click under the section titled "DPH Translation Services Poster."

To obtain a more attractive, "real" poster in 17 languages stating that an organization offers interpreters, go to [www.macmhb.org](http://www.macmhb.org) or call 517-374-6848. (Go directly to <http://www.macmhb.org/LEPDescrp.PDF> for details on the posters.) This resource is not free but the cost is reasonable and may help put an organization in compliance with both Title VI of the Civil Rights Act and Maryland Senate Bill 265. The kit includes not only the poster but also "I speak" cards (i.e., cards for limited-English clients stating what language the client speaks and the correct spelling in English of the client's name—which helps to facilitate locating a client's file) as well as posters and appointment cards.

Multilingual welcome posters (that is, posters saying "Welcome" in many languages) can be purchased at either <http://www.schofieldandsims.co.uk/prodpost.asp?ID=651> or <http://socialstudies.com/c/@OxOiY3RsWnnUs/Pages/product.html?record@TF14140+af@ep>.

### Multilingual Appointment Cards

For appointment cards in 17 languages, go to the website mentioned above: [www.macmhb.org](http://www.macmhb.org) (or call 517-374-6848).

### Cultural calendars

An ethnic wall calendar that lists multicultural holidays and religious/cultural festivals is available by placing an order at <http://www.tcm.com/calendar>. The calendar includes explanations of holy days and festivals that might be helpful to providers. Important festivals are highlighted, and a one-page summary table of religious days is provided. The calendar includes 12 original ethnic

artworks and covers dozens of cultures. The cost is \$14.95 and \$3.50 in shipping charges.

For a less detailed calendar (2002-2004) at no charge that lists ethnic religious holidays and observances, with some very brief explanations, go to <http://www.brown.edu/Administration/Chaplains/nccjcal.pdf>.

## Internet Resources

### Cultural Competence in Health Care

For information on cultural competence and overcoming language and cultural barriers, the following websites may be helpful:

<<http://www.diversityrx.org/>> This is one of the richest websites in the U.S. for articles, discussions and resources related to cross-cultural health care.

<<http://www.xculture.org/resource/library/index.cfm#downloads>> The Cross-Cultural Health Care Program (CCHCP) is the nonprofit organization in Seattle, Washington that pioneered 40-hour medical interpreting trainings in the U.S. It offers many valuable resources (including an interpreter training manual, medical glossaries in 10 languages, and a video for providers on how to work with interpreters). CCHCP also conducts trainings in cultural competence and medical interpreting across the country.

<<http://erc.msh.org/mainpage.cfm?file=5.0.htm&module=provider&language=English>> "The Provider's Guide to Quality and Culture." This site offers an in-depth, highly readable overview of cultural competence and cross-cultural health care. It includes sensitive information on cultural beliefs and health problems as they relate to certain cultures.

<<http://medicine.ucsf.edu/resources/guidelines/culture.html>>  
A valuable list of links to resources on cross-cultural health is available on this site.

### CLAS Standards

These are the only federal standards on how to offer Culturally and Linguistically Appropriate Services (CLAS) in health care. They were developed by the Office for Minority Health and published in 2000. The 14 standards are a groundbreaking resource. For more information on CLAS Standards in health care and the text of all 14 standards, go to:

<<http://www.omhrc.gov/clas/>>.

### Issues in health care interpretation

- The website of the National Council on Interpreting in Health Care, <[www.ncich.org](http://www.ncich.org)>, provides a number of valuable working papers with information and practical strategies to help implement quality interpreter services.
- In 2002, the National Health Law Program and the Commonwealth Fund released an excellent report: *Providing Language Interpretation Services in Health Care Settings: Examples from the Field*.. It is available at the National Health Law Program's website. To look up the report directly, go to <<http://www.nhelp.org/pubs/cmwfreport0502.pdf>>.
- In 2002, the Access Project presented a survey report entitled *What a Difference an*

*Interpreter Can Make: Health Care Experiences of Uninsured with Limited English Proficiency*, available at <[http://www.accessproject.org/downloads/c\\_LEPreportENG.pdf](http://www.accessproject.org/downloads/c_LEPreportENG.pdf)>

## **Ethnic health profiles**

Ethnic health profiles are valuable tools for staff and volunteers. Most are brief (a few pages or less) and provide information about the culture, language and important health issues that affect the population. Such documents are also a tool to stimulate informal discussions among staff, clinical volunteers and interpreters on these complex issues. Such discussions result (sometimes more than formal trainings) in broadening the perspectives and the cultural competence of an organization.

Some of the profiles at sites listed below include Arab, Bosnian, Cambodian, Cuban, Ethiopian/Eritrean, Haitian, Iraqi, Kosovar, Kurdish, Laotian, Liberian, Mien, Nigerian, Oromo, Samoan, Somali, South Asian, Soviet Jewish, Sudanese, Ukrainian and Vietnamese cultures, among others:

- Harborview Medical Center, Seattle Washington has many valuable resources, in addition to the cultural profiles, at <<http://ethnomed.org>>.
- Cross Cultural Health Care Program (CCHCP). The culture profiles are available at <<http://www.xculture.org/resource/library/index.cfm#downloads>>.
- University of Washington Medical Center offers a series of Culture Clues™ at <<http://depts.washington.edu/pfes/cultureclues.html>>.
- The Massachusetts Department of Public Health profiles 17 communities, with a focus on refugees, at <<http://www.state.ma.us/dph/orih/tocri99.htm>>.
- Baylor University profiles 18 communities, also with a focus on refugees, at <[http://www3.baylor.edu/~Charles\\_Kemp/refugees.htm](http://www3.baylor.edu/~Charles_Kemp/refugees.htm)>.

New Hampshire Governor's Office of Energy and Community Services profiles 16 cultures at:  
<[http://www.state.nh.us/governor/energycomm/images/ethnic\\_community\\_profiles.pdf](http://www.state.nh.us/governor/energycomm/images/ethnic_community_profiles.pdf)>

In addition, <<http://www.sunyit.edu/library/html/culturedmed/contact/index.html>> provides excellent bibliographies on culturally competent health care for several different ethnic groups: African, Arab, Asian, Bosnian, Ethiopian, Hispanic, Hmong, Puerto Rican, Russian and Vietnamese. The site also provides bibliographies on cultural competence and cultural aspects of death and dying, dental care, domestic violence, medical interpreters, mental health, pharmacology, traditional medicine and women's health, among others. Finally, a site mentioned above, <<http://erc.msh.org/mainpage.cfm?file=5.0.htm&module=provider&language=English>>, also includes health information on specific cultures.

## **Refugee Health**

Refugees are particularly in need of sensitive services. A high percentage of them suffer from post-traumatic stress disorder, depression, substance abuse, and histories of sexual assault, starvation, deprivation and/or ill health at refugee camps. For information regarding their special needs, you may wish to consult the following websites:

Baylor University: <[http://www3.baylor.edu/~Charles\\_Kemp/refugees.htm](http://www3.baylor.edu/~Charles_Kemp/refugees.htm)>

Minnesota Department of Health offers refugee health assessments in six languages at <<http://www.health.state.mn.us/divs/dpc/adps/refugee/refugeepub.htm>>.

## MULTILINGUAL PATIENT EDUCATION

### INTERNET WEBSITES AND ARTICLES

New patient education materials in many languages are appearing on the Internet, almost daily. The Internet is now the single most valuable resource for multilingual materials on a wide variety of health concerns.

However, most patient education materials in other languages available to U.S. health providers are directly translated from English. As a result, the reading level is often too high for many LEP patients and the materials are not always culturally appropriate. It is important to screen such materials carefully with native speakers in the communities served before using them with patients.

Many of the following brochures, pamphlets and fliers were selected because they are written in appropriate language for a broad audience of LEP patients. Those with illustrations are noted. Almost all the documents listed here are free, and most can be printed directly from the Internet. In some cases, the resources listed contain so many different brochures and pamphlets that they represent several different language levels. You may screen them according to the educational levels of your clients and the advice of native speakers.

In addition to the documents described below, the **Center for Applied Linguistics (CAL)**, has put out a resource guide of multilingual health materials containing over 600 items—booklets, brochures and fact sheets—most of them created in the 1990s. These education materials include some limited literacy materials and the guide lists whether the materials are translated from English or created in the target language. Languages available include Arabic, Bosnian/Serbo Croatia, Cambodian/Khmer, Haitian Creole/French, Hmong, Laotian, Russian, Somali, Spanish, and Vietnamese. The guide may be ordered directly from CAL:

**Multilingual Health Education Resource Guide. 2d ed. Washington, DC: CAL, 1996.**

Available from: Refugee Service Center, Center for Applied Linguistics; 4646 40th Street, NW; Washington, DC 20016-1859; phone (202) 362-0700; \$7.

### WEBSITES WITH RESOURCES IN MULTIPLE LANGUAGES

A number of websites offering links to many different patient education materials on a wide variety of health topics. They include:

<<http://www.u-write.com/foreign.shtml>> This is an excellent annotated "one-stop-shop" website that links to a variety of patient education materials in many languages. These materials can be downloaded and printed. The annotations are also useful. The site contains one interesting suggestion, quoted here in full:

*"One of the great resources on the Web is the CAPHIS listserv. CAPHIS is an organization of medical librarians who help each other every day via an online discussion. Need a little help finding a patient education resource: sign up for the daily dialog by sending an email to [listserv@hslc.org](mailto:listserv@hslc.org). Leave the subject line blank, but in the body type: subscribe CAPHIS first name last name Unsubscribing's just as easy, so give it a try!"*

<<http://www.hhs.gov/gateway/language/>> This is a registry of health materials in other languages managed by Department of Health & Human Services (HHS).

<<http://medstat.med.utah.edu/library/refdesk/24lang.html>> Health Education Brochures in Multiple Languages -- University of Utah: There are many resources in 24 languages on this site.

<<http://www.immunize.org/catg.d/noneng.htm>> "Immunization Action Coalition -- Print Materials in Other Languages." Though the various materials on immunization are offered in 29 languages, not all of the materials are suitable for patients who lack a secondary education.

#### CANADA

<<http://www.multilingual-health-education.net/>> "Multilingual Health Education Net." This Canadian site offers health brochures searchable by topic or language include Chinese, Darshan, Farsi, French, Italian, Hindi, Korean, Punjabi, Somali, Spanish, and Vietnamese. Apparently they are not illustrated, and the language level is not always low.

<<http://www.hlth.gov.bc.ca/hlthfile/bilingua/index.html>> Another Canadian site in British Columbia, this resource offers many health subjects in Chinese, French, Punjabi, Spanish and Vietnamese. They are not illustrated, and the language level may require secondary education in most cases.

#### AUSTRALIA

<<http://www.health.nsw.gov.au/health-public-affairs/mhcs/index.html>>. This comprehensive site in Australia offers all its brochures in 13 languages. The site is easy to use. While the brochures are written in an interesting and engaging style, the information is set in the context of Australia. It may nevertheless offer languages and subjects not easily available elsewhere: a resource to consider.

For diabetes education, you can consider

<<http://www.bd.com/diabetes/hcp/educmaterials.asp>> (or call 888-367-9539). Diabetes Education Low Literacy Pages (Picture Pages/Third Grade reading level). This private company offering products for diabetics makes available, free of charge to health care professionals, picture booklets with graphics and simple instructions to help low-literacy patients with basic diabetes care. Available in English, Spanish, French, and Russian. Includes: Drawing and Self-Injecting Insulin; Mixing Insulins for Self-Injecting; Urine Testing for Ketones; Foot Care Dos and Don'ts; Self-Testing of Blood Sugar.

For materials on reproductive health, REPROLINE - Reproductive Health Online <<http://www.reproline.jhu.edu/>> offers materials, in English, Spanish, French and Russian. These are high-quality, well illustrated documents, but they are most suitable for an educated audience.

### WEBSITES WITH MATERIALS IN SPECIFIC LANGUAGES

#### Chinese

<<http://library.med.nyu.edu/patient/hicup/>> "HICUP -- Health Information in Chinese Uniting Patients, Physicians and the Public." This site offers a variety of brochures on various health issues.

#### Hmong

<<http://www.hmonghealth.org/index.htm>> For materials in Hmong, a medical glossary and other Hmong resources, this is a key site.

#### Russian

MedInfoRus -- <<http://medinforus.homestead.com/PIinformation.html>>

#### Russian and other Eurasian languages:

Eurasia Health: <<http://www.eurasiahealth.org/russian/index.cfm>>

#### Spanish

##### *Low-literacy brochures*

Today there are so many health materials in Spanish available free of charge on the Internet that there is almost no need to pay for brochures. Even for rarer diseases or delicate topics, it is well worth conducting a serious search online. However, there is one exception you may wish

to consider that charges for its brochures (e.g. 50 brochures for \$16) simply because the quality is so high. Journeyworks produces a series of full-color, low-literacy brochures with many illustrations and strong graphic appeal that tackle a wide variety of health issues, including tough topics like date rape, teen pregnancy and AIDS. These brochures have proved popular with Spanish speakers in the author's local area. For a free catalog and six review pamphlets, go to <<http://www.journeyworks.com/samples.htm>> or call 1-800-775-1998.

### *General Health Education in Spanish*

CDC – Centers for Disease Control and Prevention En Español: <<http://www.cdc.gov/spanish/>> This site is a Spanish version of the CDC website, and includes all the CDC information on a wide variety of common health concerns.

Consumer Health: <<http://nnlm.gov/scr/conhlth/chspanish.htm>>. This is an excellent resource for a considerable number of health materials in Spanish. However, not all of them are written in simple language.

Family Health International: <<http://www.fhi.org/sp/nfps/nfps.html>>. This web-page holds a menu (look at the bottom) of family planning subjects with links to countless brochures, FAQs and articles (see <<http://www.fhi.org/sp/fpfaqsp/index.html>> for the FAQs alone) in Spanish and French. Since it is often particularly hard to locate simple, multilingual materials on subjects like the pill, condoms, IUDs, etc. this site is a valuable resource.

Healthfinder Español: <<http://www.healthfinder.gov/espanol/>>. Healthfinder is a site developed by DHHS that offers a variety of publications in Spanish on many health issues.

National Women's Health Information Center:

<<http://www.4women.gov/spanish/temas.htm>>. This site holds links to a vast number of brochures, pamphlets, FAQs, slide shows, etc. in Spanish, organized by health category.

U.S. Food and Drug Administration (FDA)

<<http://www.fda.gov/opacom/lowlit/spanlow.html>>. Here is a cornucopia of first-class full-color beautifully illustrated brochures in relatively simple language (not third-grade but about sixth-grade). Subjects include nursing and bottle-feeding, menopause, arthritis, older adult nutrition, AIDS prevention, healthy heart diet, incontinence, food poisoning, diabetes, how to take medicine, hearing loss, mammograms and breast cancer, weight loss, vaccinations, child-proofing homes, safe weight loss, etc. *Be sure to download the .pdf files, as the HTML versions also available on this site do not have the appealing illustrations.*

### *Examples of materials on specific health conditions.*

#### **DIABETES**

<<http://www.cdc.gov/diabetes/pubs/pdf/spanish.pdf>> This 126 page CDC manual on personal management of diabetes is best for an audience that can read at least at a 6<sup>th</sup> grade level. It is clear, informative and well illustrated.

National Institute of Diabetes and Digestive and Kidney Diseases: Spanish-Language Publications: <<http://www.niddk.nih.gov/health/spanish.htm>>. This website offers high-quality, illustrated pamphlets and booklets in clear language, available in hard copy or by printing the .pdf files.

#### **HIGH BLOOD PRESSURE**

<[http://www.nhlbi.nih.gov/health/public/heart/hbp/hbpow\\_sp.pdf](http://www.nhlbi.nih.gov/health/public/heart/hbp/hbpow_sp.pdf)> An 11-page beautifully illustrated pamphlet in simple language, this resource is geared especially toward older women.

#### **MIGRANT HEALTH**

National Center for Farmworkers Health:

<[http://www.ncfh.org/00\\_ns\\_rc\\_pateduc.shtml](http://www.ncfh.org/00_ns_rc_pateduc.shtml)>

Low-literacy brochures with simple, clear illustrations on: care of teeth, high blood pressure, diabetes, alcohol, family planning, healthy diet, stress reduction, teaching adolescents to say no

to sex, work injuries and heat illness. Especially appropriate for Mexican/Central American patients.

#### ORTHOPAEDICS

American Academy of Orthopaedic Surgeons: <<http://orthoinfo.aaos.org/all.cfm>>

Scroll down this site to see a choice of many brochures in Spanish on broken bones, osteoporosis, osteoarthritis and related concerns.

#### TUBERCULOSIS

Columbia University: <<http://www.cpmc.columbia.edu/resources/tbcpp/kmenus.html>>

Clear information in simple language on tuberculosis. (Not in brochure form, it has no illustrations.)

### REFUGEE HEALTH

Refugees are particularly in need of sensitive services. A high percentage of them suffer from post-traumatic stress disorder, depression, substance abuse, and histories of sexual assault, starvation, deprivation and/or ill health at refugee camps. For information regarding their special needs, you may wish to consult the following websites:

[http://www3.baylor.edu/~Charles\\_Kemp/refugees.htm](http://www3.baylor.edu/~Charles_Kemp/refugees.htm)

Baylor University is well known for the quality of the medical information it provides online.

<http://www.health.state.mn.us/divs/dpc/adps/refugee/refugeepub.htm>.

Minnesota Department of Health offers refugee health assessments in six languages.

### BOOKS

Geri-Ann Galanti, *Caring for Patients from Different Cultures: Case Studies from American Hospitals*. Philadelphia, PA: University of Pennsylvania Press, 1997.

This volume addresses cultural issues and offers a cornucopia of true stories that illustrate a broad variety of cultural themes in health care.

Rena C. Gropper, *Culture and the Clinical Encounter: An Intercultural Sensitizer for the Health Professions*. Yarmouth, ME: Intercultural Press, 1996.

This book contains exercises that offer fascinating opportunities for group discussion or volunteer in-services. Each cross-cultural encounter or critical incident is presented with possible solutions with feedback given on the choices made.

### CULTURE

NSW Multicultural Health Communication Service (Multicultural Communication)

<http://www.mhcs.health.nsw.gov.au/health-public-> provides information and services to assist health professionals to communicate with non English speaking communities throughout New South Wales. The NSW Department of Health funds the service, and endorses the multilingual health information published on the website. There are over 400 publications on health in a wide range of languages and a new publication is produced each month. Some multilingual



resources produced by other services are also listed on this website and there are links to related websites

The San Francisco Study Center publishes and distributes multicultural curriculum materials, bilingual editions of Southeastern Asian folk tales and books of interest to human service professionals, nonprofit managers and educators under the names Many Cultures Publishing and Study Center Press. The Study Center also provides editorial and graphic design services to other nonprofit organizations

### **Female Circumcision**

Nahid Toubia, MD *Caring for Women With Circumcision: A Technical Manual for Health Care Providers*. New York, NY: RAINBO, 1999, 94 pp. \$17.95

A must-read if you care for patients from countries where female circumcision is practiced. The development of this book was supported by Department of Health and Human Services (DHHS) Health Resources and Services Administration HRSA).

Nahid Toubia, MD. *Training Kit for Health Professionals and Educators*. New York, NY: RAINBO, 1995. \$150.00 per kit.

This package contains 26 slides describing the types of female circumcision/female genital mutilation, health consequences, and the social, cultural, religious and legal issues surrounding the practice. The slides are accompanied with speaker's notes written by Nahid Toubia, MD All RAINBO publications and products are available through Women, Ink in New York. Call 212-6878633 for details.

### **For Background: A "Must" Read**

Anne Fadiman, *The Spirit Catches You and You Fall Down*. New York, NY: Farrar, Straus and Giroux, 1997. 341 pages. \$14.00.

If you read just one book on how cross-cultural communications impact health care—this is the one. (It would also make an excellent gift for volunteer providers.) It is the story a Hmong family with a daughter who has severe epilepsy. The family clashes with a small California hospital over the care of their daughter—with heartbreaking consequences.

Widely available, the book is a runaway word-of-mouth success in the health care community.



# **MEDICAL DICTIONARIES AND GLOSSARIES**

## **(for Bilingual Staff and Volunteer Interpreters)**

All bilingual staff who interpret and volunteer interpreters need a bilingual medical dictionary or glossary. Some dictionaries can be kept on site, but bilingual staff and volunteers may wish to purchase one too. Interpreters will need to decide whether they want a large dictionary, a pocket-sized handbook and/or a glossary that explains medical terms. At least one large reference work per language should be kept on site.

For volunteer interpreters or clerical/non-clinical staff, it is highly recommended that they purchase a glossary in addition to a dictionary unless they are very familiar with medical vocabulary. A medical glossary provides a brief, clear definition of the medical term in English with a translation (or several translations) of the term in the target language. One series is put out by CCHCP costs \$10 to \$20: at least 10 languages are available but 10 other languages are in preparation. Go to

<<http://www.xculture.org/resource/order/index.cfm?Category=Publications>> for more information.

Pocket-sized electronic dictionary-translators are also available from several companies in a variety of languages, most costing between \$100 and \$300 (and up). Vocabulary may be limited to regular dictionary entries rather than specialized medical terminology. For a sampling of what is available, go to: <<http://translator.aimhi.com/>>.

### **How Can I Find the Right Dictionary?**

It is a good idea to solicit references from professional interpreters where possible: describe the needs of your organization and the skill level of your interpreters. While the Internet is now an excellent resource for bilingual medical dictionaries, you may also wish to consult a specialized bookstore, such as International Book Distributors (IBD):

IBD

P.O. Box 467

24 Hudson Street

Kinderhook, NY 12106

1-800-343-3531

[www.ibdltd.com](http://www.ibdltd.com)

To search the Internet, you can try a general site with bilingual medical dictionaries in many languages, such as <<http://www.booksformts.com/booksdicmulti.html>> or <http://www.medword.com/booksdicmulti.html>> (covering the same dictionaries). Alternately, you may try a user-friendly search engine such as Google and type in (for example) "French-English Medical Dictionary" to see how many you come up with. You will often have to weed through online dictionaries and other sites to reach what you are looking for.

Finally, you can conduct searches at <[www.Amazon.com](http://www.Amazon.com)> by plugging in keywords like "German medical" or "Albanian dictionary." (If you put in too many keywords, you may narrow the search down too far.) You may then order the dictionaries online.